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October 10, 2014

Mr. David Case
President
SmplSolutions
20503 Crescent Bay Drive
Lake Forest, CA 92630

Dear David,

Your company is the finest provider of service and equipment we have ever used. We recently moved our office and our old phone service company totally dropped the ball and could not get us services for 3 days. As a company that makes our sales off phones, this was a huge problem. We were forced to fire that firm and we turned to Smplsolutions for help. Mike Hagins was a superstar. He spent several days with us making sure all systems were good. Going with your Company was one of the best business decisions we ever made.

Please tell Mike how grateful we are for his excellent service.

Best regards,

A large, stylized handwritten signature in black ink, appearing to read 'Tom Gross', is written over the typed name and title.

Tom Gross
President
Specialty Doors